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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/624,337	07/24/2000	Hiroshi Ikeda	1341,1954 (JDH)	6307

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EXAMINER	
KIANERSI, MITRA	
ART UNIT	**PAPER NUMBER**
2143	4

DATE MAILED: 07/06/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)
	09/624,337	IKEDA, HIROSHI
	Examiner	Art Unit
	mitra kianersi	2143

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 03 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *14 April 2004*.

2a)☐ This action is **FINAL**. 2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-25* is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1-25* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☒ The drawing(s) filed on *24 July 2000* is/are: a)☒ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☒ Certified copies of the priority documents have been received in Application No. 11-310254.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date _____.
4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____ .
5) ☐ Notice of Informal Patent Application (PTO-152)
6) ☐ Other: _____.

Response to Arguments

The request for reconsideration received on 04/19/2004 has been made of record in the file. Applicant's arguments with respect to claim 56-80 are moot in view of the new ground(s) of rejection. Claims 56-80 remain pending.

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

> A person shall be entitled to a patent unless –
>
> (e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

Claims 56-80 are rejected under 35 U.S.C. 102(e) as being anticipated by Goss (US Patent No. 6,687,241).

1. As per claim 56, a push service system comprising: a plurality of data servers, at least one agent, and a plurality of user terminals, all connected to a network using an Internet protocol, wherein

each of the data servers is configured to store information (These data sources include components such as database servers that store and serve data specific to whatever applications and services are provided by the call center, col 3, lines 49-51) and to push-transmit update information related to updating of the information to the at least one agent serving as a substitute for the user terminals connected via the network, the push-transmit being responsive to the information having been updated in the data server; (each Center Contact Server sends event messages to the Enterprise Contact

Server to continuously update the Enterprise Contact Server with current states and availability data. When a contact request is received, the Enterprise Contact Server determines and selects an available qualified agent among the agents at the plurality of call centers, and then sends the contact request to the Center Contact Server that supports the selected agent, col 2, lines 36-43) and a customer may request to be synchronized with an agent by pushing on the "Sync With Agent" button 412, col 15, lines 17-18) the at least one agent is configured to receive the update information and to transmit via the network the update information to one or more of the user terminals if the update information relates to information that has been registered in the at least one agent as being requested by the one or more of the user terminals; and (any "client" who has registered for receipt of this type of message, col 12, lines 3-4)
the one or more of the user terminals are configured to receive the update information transmitted from the at least one agent and to obtain the information updated. (the Enterprise Contact Server 100 registers itself with each call center Contact Server for receipt of event messages. In this way, the Enterprise Contact Server can keep track of current states and availabilities of each call center resource, in order to do enterprise-level routing of contact requests and inbound calls. Additionally, Contact Servers may register with each other to communicate certain messages, col 12, lines 1-11)

2. As per claims 57 and 71, the push service system wherein the one or more of the user terminals are configured to access via the network the data server which has transmitted the update information so as to obtain the information updated. (the Network CTI Server 118 receives call routing requests from a data access point 125 ("DAP") via a 800 Gateway interface component 130 and distributes these requests among a plurality of call center CTI Servers. Col 6, lines 34-36) and (fig.1)

3. As per claim 58, the push service system wherein the at least one agent comprises a plurality of subagents in a subnetwork connected to the network, and the user terminals register themselves into the subagents, and each of the subagents serves as a substitute of corresponding user terminals of the user terminals, the corresponding user terminals that have registered themselves into the each of the plurality of subagents. (a call routing system for a Network/enterprise that enables

routing of messages, calls, and data between call centers distributed throughout a Network/enterprise. The call routing system for a Network/enterprise particularly invokes a method of locating and reserving skilled agents in one of a plurality of remote centers before initiating a call transfer or conference, col 2, lines 2-5)

4. As per claim 59, the push service system wherein a representative agent is provided between the network and the subnetwork, and the representative agent relays between the data servers and at least one of the subagents and between the user terminals and at least one of the subagents. (associated with the call center 10 is an Enterprise Voice Response Unit ("VRU") 16 that runs specialized interactive voice response ("IVR") applications for providing automated customer and operator services for callers. Col 4, lines 47-51)

5. As per claim 60, the push service system wherein the at least one agent is locally connected to at least one provider connected to the network, the user terminals are connected to the at least one provider, and the data servers transmit the update information or the information updated to the at least one agent via the at least one provider, and the at least one agent transmits at least one of the update information and the information updated to the user terminals via the at least one provider. (The Data Center 31 is a LAN that provides data connectivity among the Web Server 130 and Internet 32 (via the DMZ), Enterprise Contact Server 100, Network CTI Server 118, and the plurality of Call Centers "a"-"n". col 4, lines 53-56)

6. As per claim 61, the push service system, wherein the at least one provider comprises a plurality of providers having a hierarchical relationship among each other, and each including the at least one agent, the user terminals and a lower agent of the agents that is directly connected to a lower provider in a hierarchy lower than a hierarchy of an upper provider of the providers register information about the user terminals and about which information is requested into an upper agent connected directly to the upper provider, and the upper agent transmits, to the lower agent connected to lower user terminals of the user terminals, the lower user terminals that have requested at least one of the update information and the information updated, the update information updated transmitted from the data servers. (To enable the enhanced

enterprise-level routing functionality, the communications system architecture 101 is further provided with an Enterprise Router 105 functioning as an intelligent call router ("ICR") which is a computer application that provides intelligent routing of inbound calls, col 2, lines 41-45)

7. As per claims 62 and 72, the push service system wherein the at least one agent transmits via another network different from the network at least one of the update information and the information updated, to the user terminals registered. (the Enterprise Router may be a sub-system integrated with the Enterprise Contact Server, or, preferably, is a distinct process that can run on the same or different computer than the Enterprise Contact Server. Col 10, lines 48-51)

8. As per claims 63 and 73, the push service system wherein the at least one agent has a table listing data servers that provide information, and when the at least one agent is notified by a data server not registered in the table that the information is going to be provided from the data server the at least one agent registers the data server into the table. (These state tables are constantly updated with data that the Enterprise contact Server receives in event messages from each center contact server. Col 8, lines 51-53)

9. As per claims 64 and 74, the push service system wherein the at least one agent further has data type management information for managing the information per data type, and when the at least one agent receives a notification made by one of the data servers about what kind of management is carried out or, the information managed by the one of the data servers, the at least one agent adds or deletes the one of the data servers from the data type management information based on the notification. (The Firewall server 140, is a collection of components comprising a Data Management Zone ("DMZ") that provides a secured interface to the Data Center LAN 31 for public Internet users. Col 6, lines 20-23)

10. As per claims 65 and 75, the push service system wherein when the at least one agent receives a notification made by one of the data servers about addition or deletion of information of a data type of the information managed by the one of the data servers, the at least one agent adds or deletes the data server/servers related to the data type to

or from the data type management information. (if Callback service was requested, call JContact Client class with event type set to "Insert Callback." 6.2. If cancellation of callback service was requested, call JContact Client class with event type set to "Delete Call Back." Col 16, lines 43-48)

11. As per claims 66 and 76, the push service system, wherein when the information of the data type of the information managed by the at least one agent is changed the at least one agent notifies the user terminals of the change. (This results in a notification to the customer that the call is being processed. Col 13, lines 3-7)

12. As per claims 67 and 77, the push service system wherein the at least one agent manages the data types such that the data types have a hierarchical relationship among each other, and when information of one of the data types is changed the at least one agent notifies of the change to a user terminal of the user terminals which has been registered to receive a lower data type having a hierarchy lower than a hierarchy of the one of the data types changed. (To enable the enhanced enterprise-level routing functionality, the communications system architecture 101 is further provided with an Enterprise Router 105 functioning as an intelligent call router ("ICR") which is a computer application that provides intelligent routing of inbound calls, col 2, lines 41-45)

13. As per claims 68, 78, the push service system wherein the at least one agent accesses via the network the data server which has transmitted the update information so as to obtain the information updated and transmits via the network the information updated to the one or more of the user terminals, and the user terminals are configured to receive the information updated from the at least one agents so as to obtain the information updated. (the Network CTI Server 118 receives call routing requests from a data access point 125 ("DAP") via a 800 Gateway interface component 130 and distributes these requests among a plurality of call center CTI Servers. Col 6, lines 34-37) and (fig.1)

14. As per claims 69 and 79, the push service system wherein each of the data servers transmits the information updated instead of the update information to the at

least one agent, the at least one agent receives the information transmitted by the data servers, and if the information received has been registered in the at least one agent as requested information requested by one or more of the user terminals, transmits the information received to the one or more of the user terminals via the network, and the one or more of the user terminals receive the information transmitted by the at least one agent so as to obtain the information updated. (the Network CTI Server 118 receives call routing requests from a data access point 125 ("DAP") via a 800 Gateway interface component 130 and distributes these requests among a plurality of call center CTI Servers. Col 6, lines 34-37) and fig.1)

15. As per claim 70, a push service processing method, comprising: registering information about a user terminal connected to a network using an Internet protocol and information requested by the user terminal into an agent which is connected to the network and serves as a substitute for the user terminal; push-transmitting, from a data server which is connected to the network and stores information, update information related to updating of the data server's information responsive to detection of the information having been updated in the data server, to the agent via the network; transmitting from the agent the update information to the user terminal via the network if the update information has been requested as indicated by the registering of information about the user terminal; and receiving at the user terminal the update information transmitted from the agent and obtaining at the user terminal the information updated via the network. (These data sources include components such as database servers that store and serve data specific to whatever applications and services are provided by the call center. Col 3, lines 49-51), (each Center Contact Server sends event messages to the Enterprise Contact Server to continuously update the Enterprise Contact Server with current states and availability data. When a contact request is received, the Enterprise Contact Server determines and selects an available qualified agent among the agents at the plurality of call centers, and then sends the contact request to the Center Contact Server that supports the selected agent. Col 2, lines 36-43) and a customer may request to be synchronized with an agent by pushing

on the "Sync With Agent" button 412. col 15, lines 17-18) (any "client" who has registered for receipt of this type of message. Col 12, lines 3-4) (the Enterprise Contact Server 100 registers itself with each call center Contact Server for receipt of event messages. In this way, the Enterprise Contact Server can keep track of current states and availabilities of each call center resource, in order to do enterprise-level routing of contact requests and inbound calls. Additionally, Contact Servers may register with each other to communicate certain messages. Col 12, lines 1-11)

16. As per claim 80, a network-based push processing intermediary agent in a volatile or nonvolatile storage, the intermediary agent configured to perform a process, the process comprising:
receiving over the network at the intermediary agent registrations from clients, the registrations indicating different types of information of interest to different clients, whereby a client registers with the intermediary agent its respective information type;
at the intermediary agent, receiving update notices pushed over the network from the information servers, where the update notices are pushed from the information servers responsive to such servers having detected that their served information has been updated, and where the update notices indicate respective types of information updated at the information a servers; receiving the update notices at the intermediary agent and using the update notices and the prior registrations to determine which clients are to be notified of which information server updates; and
at the intermediary agent, notifying the determined clients of the relevant updates at the information servers, whereby update detection on the information servers causes clients to be notified of updates without requiring the clients to first send information requests to the information servers. (These data sources include components such as database servers that store and serve data specific to whatever applications and services are provided by the call center. Col 3, lines 49-51), (each Center Contact Server sends event messages to the Enterprise Contact Server to continuously update the Enterprise Contact Server with current states and availability data. When a contact request is received, the Enterprise Contact Server determines and selects an available qualified

agent among the agents at the plurality of call centers, and then sends the contact request to the Center Contact Server that supports the selected agent. Col 2, lines 36-43) and (a customer may request to be synchronized with an agent by pushing on the "Sync With Agent" button 412. col 15, lines 17-18), (any "client" who has registered for receipt of this type of message. Col 12, lines 3-4), (the Enterprise Contact Server 100 registers itself with each call center Contact Server for receipt of event messages. In this way, the Enterprise Contact Server can keep track of current states and availabilities of each call center resource, in order to do enterprise-level routing of contact requests and inbound calls. Additionally, Contact Servers may register with each other to communicate certain messages. Col 12, lines 1-11)

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Mitra Kianersi whose telephone number is (703) 305-4650. The examiner can normally be reached on 7:00AM-4:00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, David Wiley can be reached on (703) 308-5221. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Mitra Kianersi
June/24/2004

DAVID WILEY
SUPERVISORY PATENT EXAMINER
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